



VEHICLE RECALL

03V-070
G-03504
March 2003

SUBJECT: VEHICLE RECALL (U.S., EXPORT)

**INCORRECT STARTER NOSE CONE HOUSING 8600
MODELS BUILT 9/3/02 THROUGH 1/30/03 WITH C10
AND C12 CATERPILLAR ENGINES AND LEECE
NEVILLE STARTERS**

DEFECT DESCRIPTION

The starter field stud may contact the frame rail on some vehicles because of variations in the air gap between the stud and the frame rail. If the starter stud contacts the frame rail there can be a direct full battery short to the frame (ground) when the starter is in the cranking mode.

RISK TO MOTOR VEHICLE SAFETY

A direct full battery short to the frame (ground) when the starter is energized may create a fire hazard, which can possibly result in **property damage, personal injury or death.**

DESCRIPTION OF VEHICLES INVOLVED

8600 models built 9/3/02 through 1/30/03 with C10 and C12 Caterpillar engines and Leece Neville starter with codes 08WMN and 08WTB.

OWNER NOTIFICATION

International Truck and Engine Corporation will notify owners of these vehicles about this campaign. A copy of the owner letter is attached. During the recall process, a listing of owner names and addresses will be furnished to the involved dealers to enable dealers to follow up with owners and have the vehicles corrected. You must limit the use of this listing to this campaign, because the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

SERVICE PROCEDURE

BEFORE PERFORMING THE SERVICE, PLEASE READ AND UNDERSTAND THE FOLLOWING INSTRUCTIONS COMPLETELY.

WARNING: TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR SAFE EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.

WARNING: TO AVOID PROPERTY DAMAGE AND/OR PERSONAL INJURY, PARK THE VEHICLE ON A FLAT LEVEL SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE, AND CHOCK THE WHEELS.

WARNING: BATTERIES EXPEL EXPLOSIVE GASES. KEEP SPARKS, FLAMES, BURNING CIGARETTES, OR OTHER IGNITION SOURCES AWAY AT ALL TIMES. ALWAYS WEAR SAFETY GLASSES AND A FACE SHIELD TO PREVENT PERSONAL INJURY.

1. Disconnect the negative cable from the battery.
2. Disconnect all electric cables from the starter motor.
3. Remove starter motor mounting bolts and remove starter.
4. Place the starter motor on a work bench and remove the nose cone housing mounting bolts (Figure 1).

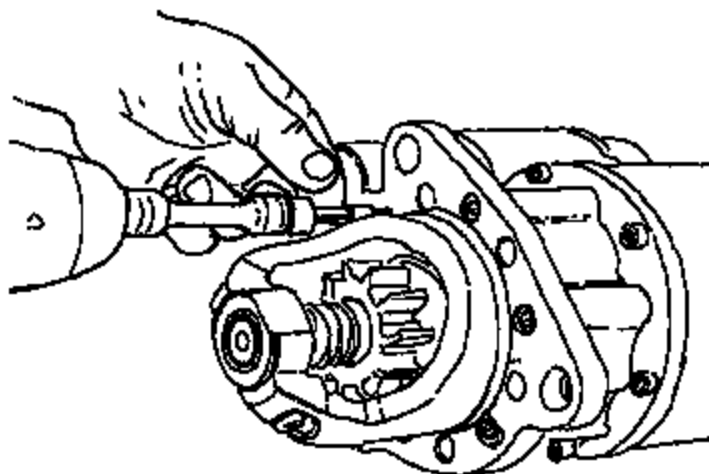


Figure 1 - Remove Starter Motor Nose Cone Housing

5. Remove the nose cone housing. Verify the washer is still on the shaft (Figure 2).

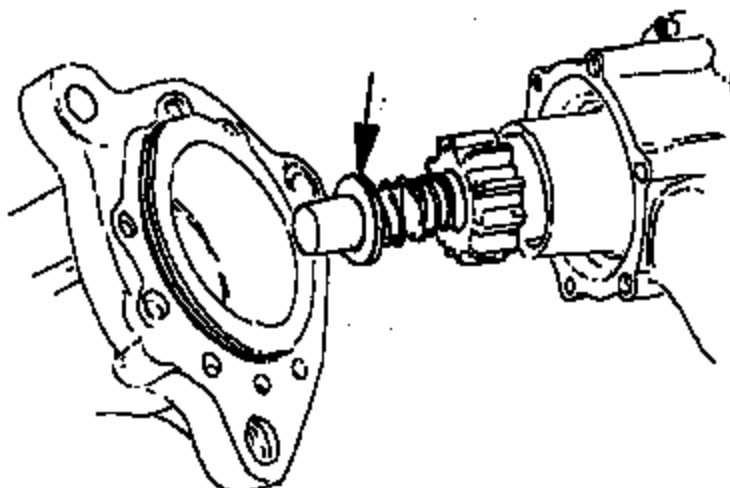


Figure 2 - Verify Washer Is on the Shaft (Arrow)

NOTE: Do not reuse the removed nose cone housing, scrap locally.

6. Install the new nose cone housing. Align the flange as shown in Figure 3. When the nose cone housing flange is correctly aligned, the flange mounting hole, arrow in Figure 3, will be approximately in line with the solenoid housing mounting bolt. Placing a screwdriver through the flange hole in line with the solenoid mounting bolt (Figure 4) may be helpful to guide and align the nose cone housing flange.

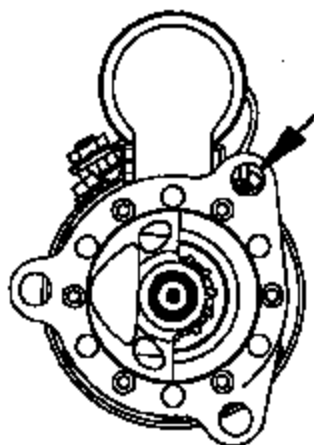


Figure 3 - Flange Mounting Hole (Arrow) Aligned with Solenoid Housing Mounting Bolt Shown in the Background When Viewed Through the Flange Mounting Hole

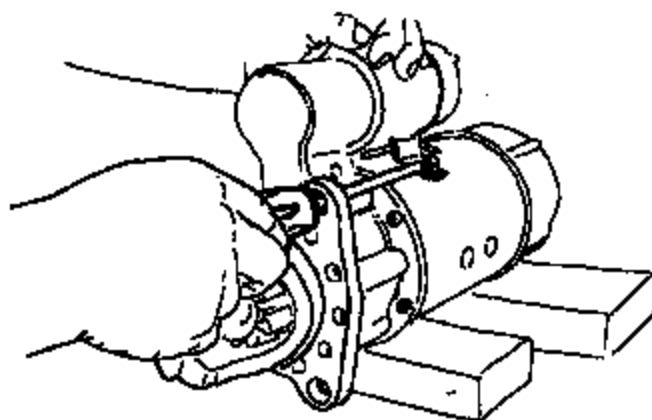


Figure 4 - Using a Screwdriver to Align Flange Mounting Hole with Solenoid Housing Mounting Bolt

7. Apply Loc-Tite 242 to the nose cone housing mounting bolts and tighten to 25 Lb-ft (34 Nm).
8. Verify the starter motor is free to rotate counter clockwise.
9. Remove the starter identification label and replace with a new label from the service kit. Refer to Table 2 for the correct label to use for the starter motor being serviced (Figure 5). Discard the unused new label in the kit.

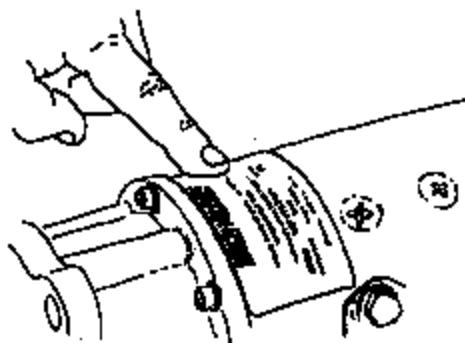


Figure 5 - Attach New ID Label

10. Remove the rubber seals from the old nose cone and install into the unused bolt holes in the new nose cone (Figure 6).

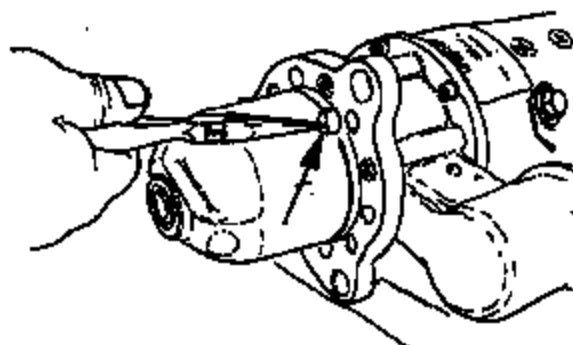


Figure 6 - Installing Rubber Seal (Arrow)

11. Install starter motor and connect electric cables to the starter.
12. Connect the negative cable at the battery.

PART INFORMATION

TABLE 1: Parts Information

| Part Number | Description | Quantity |
|-------------|---|----------|
| 8000842R91 | Starter Repair Kit Containing: Instructions (1) Starter Nose Cone Housing (1) New ID Label for Starter 3576957C91 (1) New ID Label for Starter 3576958C91 (1) | 1 |

TABLE 2: Label Information

| Old ID Label | New ID Label |
|--------------|--------------|
| 3576957C91 | 3576959C91 |
| 3576958C91 | 3576960C91 |

NOTE: Scrap nose cone housings locally.

LABOR INFORMATION

NOTE: All vehicles must be inspected. Use only one labor operation per claim.

| Operation No. | Description | Time |
|---------------|--|---------|
| A40-03504-1 | Replace Starter Motor Nose Cone Housing | 1.0 Hrs |

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with this campaign **MUST BE** marked with a CTS-1075 campaign Identification Label.

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

DO NOT REMOVE

INTERNATIONAL

Campaign No.

VIN

Eng.#

COMPLETED

Service Location Code #

DO NOT REMOVE

ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)

Proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or the customer must be notified **IMMEDIATELY** from your dealer location.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

To avoid having to replace a vehicle or refund the purchase price less a reasonable allowance for depreciation, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

WARRANTY CLAIMS

Use only one labor operation per claim.

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:

| GROUP | NOUN | C | WARR. | TP | PAD |
|--------------------------------|--------------------|---|-------------------------------------|---|-----------------|
| GROUP: Enter The Recall Number | NOUN: Leave Blank. | C: (CAUSE) Enter number 1 or 2. 1. Inspected (No Repair Required). 2. Inspected and repaired. | WARRANTY: (Warranty Code) Enter 40. | TYPE PART: Enter P for type part causing failure. | PAD: Enter 100. |

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

Proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or the customer must be notified from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to this recall number.

We ask for your full cooperation and follow-up to this important subject matter. If you have any questions or need further assistance, please contact your Regional Service Manager.

INTERNATIONAL TRUCK AND ENGINE CORPORATION



INTERNATIONAL TRUCK AND ENGINE CORPORATION
4201 WINFIELD ROAD, WARRENVILLE, IL 60555

TRUCK GROUP

SAFETY RECALL 03504

March, 2003

Dear International Customer:

This Safety Recall is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. International has decided that a defect related to motor vehicle safety exists in the engine starter on your vehicle. The vehicles involved are 8600 models built from 9/3/02 through 1/30/03 with C10 or C12 Caterpillar engines and Leece Neville starters. The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

REASON FOR THIS RECALL

There is the potential that the starter field stud may contact the frame rail on some vehicles because of variations in the air gap between the field stud and the frame rail.

RISK TO MOTOR VEHICLE SAFETY

Should the starter field stud contact the frame rail there would be a direct full battery short to the frame (ground) when the starter is in the cranking mode. A direct short may create a fire hazard and can result in property damage, personal injury, or death.

ACTIONS YOU SHOULD TAKE

1. Our records show that you are the owner of the vehicle identified on the enclosed card. If you are not the owner, please read paragraph number 4.

2. Please contact your local International dealer, with your recall card in hand, to schedule an appointment to have your vehicle repaired. **All vehicles involved in this recall must have the service procedure completed.** International dealers will have parts and instructions to repair your vehicle by 3/28/03. This repair will be performed without charge to you and will take approximately 1.9 hours. Have your dealer verify and correct your address if necessary.
If your local International dealer performs the repair, they will submit a warranty claim; therefore, you **DO NOT** have to mail in the campaign card.
3. If the vehicle will not or cannot be corrected, please mark on the enclosed card under "CHECK ONE", the box which best describes why the vehicle will not be repaired, and return the postage-prepaid card to us.
4. In the event you do not own the vehicle described on the card, please complete the card, fill in the new customer name and address if known, and return it to us. This information will allow us to update our records so we can contact the new owner and you will not be contacted again regarding this recall.

IF YOU NEED ASSISTANCE

If you take your vehicle to your International dealer on a mutually agreed upon service date, and the dealer does not remedy this condition without charge on that date or within five days, you can obtain assistance by following the procedure described in the Owner Assistance Guide section in your Owner's Manual, or by calling toll free 1-800-448-7825.

You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C., 20590, or call the Administration toll-free Auto Safety Hot-Line at 1-888-327-4236 if your International dealer fails to repair or is unable to remedy this condition without charge or within a reasonable time.

We urge your prompt attention to the correction of this Safety Recall and apologize for any inconvenience this may cause.

INTERNATIONAL TRUCK AND ENGINE CORPORATION